

# *It's About YOLth*

Newsletter of the Utah State Youth Council on Workforce Services • October 2005



## ***No Doubt About it***

What lies behind us and what lies before us  
are tiny matters  
compared to what lies within us.

*Oliver Wendell Holmes*

## *New Chair!*

The State Council on Workforce Services welcomes Marie Christman, Deputy Director of the Utah Department of Human Services, as the new chair of the State Youth Council. Marie embarks on this assignment with 23 years of public sector experience including critical expertise in youth services. She is known for her progressive management style, and for her compassion for at-risk youth. The State Youth Council could not be in better hands. Welcome Marie!

*Marie Christman*



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implementing the

# NEW STRATEGIC VISION

for the delivery of WIA youth services

By JANE BROADHEAD

In July 2004, the Department of Labor's Employment and Training Administration (ETA) issued Training and Employment Guidance Notice 3-04, "The Employment and Training Administration's New Strategic Vision for the Delivery of Youth Services under the Workforce Investment Act."

The vision for this guidance is: "Out-of-school youth (and those most at risk of dropping out) are an important part of the new workforce 'supply pipeline' needed by businesses to fill job vacancies in the knowledge economy. WIA-funded youth programs will provide leadership by serving as a catalyst to connect these youth with quality secondary and post-secondary educational opportunities and high-growth and other employment opportunities."

ETA asked states to interact and link with education and economic development more closely than before, and to implement strategies across four major areas:

**1 - Focus on Alternative Education Goal:**

Utah is committed to providing

leadership to ensure that youth served in alternative education programs will receive a high quality education that adheres to the state standards developed in response to the No Child Left Behind Act.

The Utah State Office of Education, in partnership with local school districts, ensures that high quality alternative education is available to Utah students. The New Visions Implementation Team encourages regions to create strategies to improve the communication and referral process at the local level, so youth needing alternative education have ready access.

**2 - Meet the Demands of Business, Especially in High-Growth Industries and Occupations Goal:**

The investment of WIA youth resources will be demand-driven, assuring that youth obtain the skills needed by businesses so they can succeed in the 21st century.

DWS created a Targeted Industries initiative, which identified growth industries and occupations across

the state. Key state-level specialists address the recruitment and training infrastructure within these industries. The following industries are receiving specialized attention:

- Healthcare
- Construction
- Finance

DWS regions have identified additional Targeted Industries/Occupations within their boundaries. Youth are encouraged to enter high-growth industries/occupations that fall within either regional or state targets.

### 3

#### **- Focus on the Neediest Youth Goal:**

DWS prioritizes investments that serve youth in foster care, those aging out of foster care, youth offenders, children of incarcerated parents and migrant youth.

Through coordination between DWS, DHS, public and higher education, and community based organizations serving youth, the Transition to Adult Living (TAL) initiative created the framework for improved services and outcomes for youth who are at risk of failure as they become adults.

The focus of this initiative is on youth in foster care, those aging out of foster care, and youth involved in the juvenile justice system. The infrastructure built for improved services and outcomes for these populations also improves services and outcomes for other high-risk youth, such as children of incarcerated parents and migrant youth.

DWS gathered data about the occurrences of the five target groups in Utah by region, county and age. The State Youth Council (SYC) used the data to update the WIA Youth Service Priority System to ensure that the youth most in need get priority service. Regional Youth Councils across the state are customizing the

SYC approved system to ensure that the differences in high-risk youth populations are recognized, and that WIA youth services go to the “neediest” local youth. The new Priority System is effective November 2005.

DWS uses the Transition to Adult Living initiative as the vehicle to move the state in the direction of meeting the requirement to focus on the neediest youth.

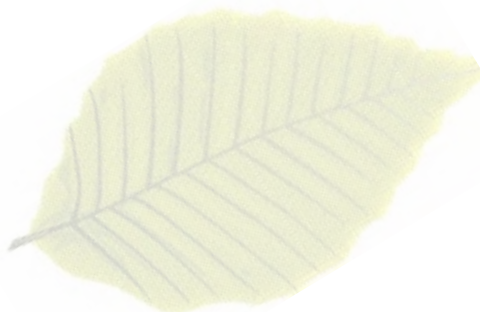
### 4

#### **- Focus on Improved Performance Goal:**

Implement key initiatives to assure that funding for youth programs is performance-focused and that systems and programs concentrate on outcomes.

DWS completed a WIA Performance Outcome Improvement Project during program year 2004. A committee identified the root cause of outcome weakness, and modified management reports to assist staff with monitoring progress by using current data. Staff training for DWS and WIA youth contract staff happened in January and February 2005.

To ensure all youth services focus on outcomes, the New Visions Implementation Team endorsed strategies to move DWS in the direction of performance-focused contracting. The five-year contract cycle for WIA youth funds renewed during program year 2004 and DWS Regions announced requests for proposals, which focused on performance outcomes. The result of this process is the selection of WIA youth providers who are willing to concentrate on improved performance outcomes.



# Mountainland's Summer Work Simulation Project

Mountainland Region recently finished their summer Work Simulation Program, designed to take the place of their summer work opportunities for 2005. Using an idea from a breakout session at the Oklahoma Department of Labor Conference, Mountainland Region revamped it to meet program needs. It was designed for youth to experience a mock work environment before they obtained real jobs.

The youth needed an environment where they could make mistakes and learn what is expected from their future employers. Staff directed the environment and intervened if a youth needed extra help with any aspect of the work environment.

Space was rented and youth reported to that location as if they were going to a job. Staff created an employee policy manual that each youth was required to follow. The policy manual helped create boundaries for the youth and simulated real work experiences.

The youth created their own mock skateboard company and named

it the Jolly Ollie Board Company. They designed several products to accompany their skateboards including clothing, necklaces, wristbands, hats, belt buckles, and wallets.

The youth synchronized their products with a logo and color coordination. They performed research and created proposals, including budgets, which were approved by the board of their company (WIA Staff) before work began.

Youth learned skills from riding the bus, all the way to troubleshooting problems that can arise on the job. They learned to work in a group, be punctual, communicate with a supervisor, understand boundaries at work, write resumes, and interview.

An instance of troubleshooting occurred when the feeder tube for an airbrush gun broke. They could not continue work without their feeder tube, yet no part was available. A group of them walked to the corner convenience store where they obtained a straw and modified it to use as a feeder tube.

The program provided a great opportunity for youth to gain extra experience in preparation for the job world. Approximately 85% of the youth completed the program.

## Chawntae Serrano

Alycia Whitby and



Jacob Cisneros



# Outstanding Youth

## Mountainland Region

**D**awn Davies, a high school dropout, came into our offices in March of 2004. She was living with a friend's family and was not working or going to school.

Dawn wanted to finish her education and began studying for her GED. With some help from the Mountainland Applied Technology College (MATC), Dawn passed the GED on her first attempt and scored in the 99th percentile for reading. Dawn was not satisfied so she continued attending the adult education program and completed all 21 packets in just

one month and graduated from high school.

Dawn's goal is to find employment in the field of social work. Dawn completed an internship at the Center for Women and Children in Crisis. She was assistant

to the director and fulfilled many other job roles. She received excellent marks on every progress report.

Dawn participated in a leadership workshop which gave her a greater understanding of communication and interpersonal skills. She also completed the eight week Life Skills Class.

After her internship, she found employment at the Food and Care Coalition, a partnering agency, where she current works. Dawn's future plans include completing her bachelor's degree and beginning a career in social work. Dawn is an inspiration to all and most likely will fulfill her future goals.

**L**auree Roberts enrolled in the WIA Youth Program in November of 2004 at age 21. At the time, she was working full-time to support her two children and student husband but depended on food stamps to meet her family's basic needs.

Earlier, Lauree dropped out of high school and was basic skills deficient in math. She desperately wanted to get her GED, attend college and become a lawyer. Although Lauree had a decent paying job, she knew that education was the key to finding better employment. She passed the GED in January. Two months after enrollment in



**Dawn Davies**



# Outstanding Youth

WIA, Lauree was laid off from her job. Shortly after, she was offered a paid internship as a receptionist at the law firm of Fillmore and Spencer Attorneys at Law. She received assistance with child care to help her meet her obligations. Lauree also successfully completed her first semester of college at Utah Valley State College (UVSC) with the help of a tutor. She completed the internship and was hired full-time for \$8.00 an hour. Five weeks later she was offered a full-time position as a receptionist at Rocky Mountain Mortgage for \$9.50 an hour with benefits.

Currently, Lauree is working full-time and will be starting her second semester in paralegal studies.

**W**inter Lopez entered the WIA Program after moving from Texas. She has been home-schooled and had never been employed.

Winter began attending the MATC Adult Education Program. After studying, she took the GED. She is the first youth DWS has seen to score a perfect 800 on any section. She scored an 800 in reading, and 710 in writing. Although Winter's scores were very high, this wasn't good enough. She continues to complete packets to earn her high

school diploma. Simultaneously, Winter is following her passion for design and taking a series of graphic design classes through the MATC where she is doing excellent. Her teacher wrote, "As she learned the programs, she applied her own creativity to make her projects great."

Winter participated in our summer Work Simulation Program. Winter was on the planning team and helped develop ideas and designs for the mock skateboarding company. She was a leader throughout the program and received the distinct award of "hardest worker." Winter has overcome many challenges. While with WIA she obtained her driver's license, attended leadership conferences, passed the life skills class and become more social. She plans to be a graphic artist by beginning college in January 2006.



*Michael and Winter*

## North Region

**N**athan H. came into the WIA youth program in October of 2004 as a 17-year-old high school dropout looking to make something of himself in the field of Diesel Mechanics. He had the skills, but lacked the schooling. Nathan successfully completed his GED, a three-month paid internship, graduated from the Diesel Mechanics program at Bridgerland Applied Technology College (BATC), and also obtained his CDL. Nathan is a hard worker, a goal setter and now a goal achiever. Great job Nathan.

**S**ean B. is a 19-year-old WIA youth participant who graduated from high school but has a reading disability that prevented him from pursuing his education in graphic design at BATC. Sean is taking great steps to overcome this disability. He participates in a reading tutor program and also completed the Summer Youth Employment Opportunity, a paid internship at the Square One Printing shop.

Due to his great efforts and hard work, Sean was hired full-time at Square One Printing. As Sean breaks through his barriers and takes his employment skills to a new level, he will become a great graphic designer.

**E**mily H. participated in the WIA Youth program in 2003 with a contract provider. She successfully completed an unpaid internship and other activities to help her with her schooling and occupational goals. In June, Emily contacted DWS to see if she could again participate and was determined eligible.

Emily is in foster care and has a history of being abused, being in foster care, and being basic skills deficient. Emily participated in the Leadership Project this past summer and completed a Summer Youth Employment Opportunity at a local hospital. This provided her a glimpse into the healthcare industry. She is currently attending school full-time, and is on track to graduate and receive her Certified Nurse Assistant training next spring.

**J**immy came into the Futures Through Training, (FTT) Inc. WIA Youth Program in February. He expressed an interest in the auto body repair field although he had no experience in this field. Jimmy actively pursued this career path, but was frustrated that he was unable to find a job. He began working at a well-known pizza establishment.

In August, Jimmy obtained work experience at Beckstrom Auto Body through an internship set up by his counselor. A few days after beginning his internship, the manager was interested in hiring him. The manager said that Jimmy did a great job and that wanted to bring him aboard. Jimmy is very excited and is looking forward to a career in auto body repair.

**B**raydee T. entered FFT in April seeking assistance to graduate from high school and to find employment. Brady worked hard and graduated with his class in June. He then signed up for FTT's Summer Youth Program and did such an excellent job that the employer, the Ogden Housing Authority, hired him on as a supervisor. He is now making \$11.00 per hour and is signing up for Weber State's spring semester.

# Outstanding Youth

**J**essica has been with FTT since 2000. When Jessica started she was failing in school and had legal troubles. In 2002, Jessica became a single mother and dropped out of high school. Jessica participated in summer work experiences from 2000-03. These work experiences helped Jessica develop good work habits and ethics. In January 2004 she began working at Autoliv.

Because of the skills Jessica developed, she was hired permanently with Autoliv in June 2004. Jessica realized the importance of earning her diploma and continued working toward that goal while working full-time and being a single mother. She received her diploma in July! She is still employed at Autoliv and is a great mother to her son. Jessica is a good example of someone who pursues and achieves her dreams.

**A**mber is a remarkably strong and ambitious young woman and has overcome many obstacles. When Amber first enrolled in FTT she began having some mental health challenges. FTT was able to assist in getting her in-patient care, medication and a partnership with Project Reconnect. After Amber's hospitalization she moved into the Marion Hotel in downtown Ogden. Amber then took the initiative and found a job at Wienerschnitzel as a front counter person. Soon she was promoted to Night Supervisor

and given more responsibility. With the promotion Amber was able to afford a better place to live and moved to Adams Place Apartments. She was able to purchase a vehicle and recently found a better paying job at Convergys.

Amber returned to school and is studying to be a Pharmacy Technician at Ogden Weber Applied Technology Center.

**M**ichelle has been a participant with the WIA Youth Program for four years. She entered the program with basic skills deficiency as a foster child. Michelle successfully completed summer employment in the past. She received many positive evaluations and always exerts herself 100%.

Michelle graduated from Clearfield High School in June and obtained a job at the Café Rio. She enjoys the job and will work while she attends Weber State University where she is pursuing a degree in Psychology.

Michelle maintains a positive outlook on life and is an active member of the Foster Care Youth Council, has spoken about her experiences in foster care numerous times, and presented an award of appreciation to former Governor Olene Walker for her work with foster children.



*...coordinating, disseminating and ensuring quality services to Utah youth.*

## Eastern Region

Alexandria Hatch, a 19-year-old single mother, is enrolled in the WIA Youth program as an out-of-school youth. She graduated from Union High School but wanted to further her education with the help of the WIA Youth Program. Alex is dedicated and determined and her long-term goal is to be an administrative assistant. She is enrolled in the Business Technology Certificate Program at the Uintah Basin Applied Technology College (UBATC) and where she is excelling; currently her progress is at 96%.



**Alex Hatch**

Alex consistently attends the monthly youth workshops, has completed a professional resume, and has learned valuable job seeking and job retention skills. Alex has a learning disorder and works with Vocational

Rehabilitation to complete her education. Alex was hired as a part-time aide at the UBATC and is commended for the determination she exhibits in achieving her goals. She is a conscientious mother and is concerned about being self-sufficient and will easily obtain that goal once her educational goals are completed.

Cheyenne S., a senior in high school, was referred to the WIA youth program in

December 2004. She was not on track to graduate. Because the family home did not have water, electricity or gas, Cheyenne would only attend school when she stayed with a friend. She had no occupational skills, no work experience, and no income. Cheyenne began working with her counselor on her attendance and grades. She worked with a mentor and along with her counselor, a graduation plan was mapped out for Cheyenne.

With a lot of hard work and the support of her team, Cheyenne made up her credits and graduated with her class in May. She obtained her driver's license and now lives with her brother. Cheyenne is currently a full-time student at the College of Eastern Utah and looking towards a brighter future.

Tisheena Redhouse, a struggling young mother, came into the program with minimal work experience. She lives on the Utah portion of the Navajo Nation; an area with one of the highest unemployment rates in the country. This remote area, with its associated transportation issues, made it difficult to work and obtain educational opportunities.

Tisheena first sought food stamps and financial help. Although she was struggling to meet basic needs, she had not lost sight of her dream to be a nurse. DWS and the Division of Rehabilitation combined resources to help her



**Tisheena Redhouse**

# Outstanding Youth

## *Tisheena Redhouse continued*

achieve her dream. With energy and courage Tisheena did whatever was necessary to overcome obstacles that may have seemed insurmountable to others.

After some preparation, Tisheena was accepted into the Licensed Practical Nurse (LPN) Program at the College of Eastern Utah, San Juan Campus. She traveled from Aneth to Blanding and back each day logging 480 miles a week. She also traveled up to 250 miles round trip to attend clinicals for her nursing training in Ship Rock, New Mexico and Chinle, Arizona. On several occasions DWS helped repair her broken vehicle. In May, Tisheena completed all the requirements for her LPN certification and passed her board certification exams.

Tisheena was hired by the San Juan Hospital in Monticello and later at the Utah Navajo Health Systems as a nurse. Tisheena is the oldest of six children and her example has inspired not only her own family but also everyone who has watched Tisheena achieve her goals. Congratulations!

## Central Region

**T**win brothers Eli and Zak Amond are involved in the Youth Employability Services (YES) program for assistance

completing an independent living program. These young men spent about three years in foster care and then lived on their own after aging out of foster care. Eli and Zak have a strong desire to improve their lives, obtain an education, and serve in the community. They recently graduated from West Jordan High School.

They are both involved with the Student Involvement Council, part of the YES Leadership Program. Zak holds the office of Service Coordinator and Eli holds the office of Historian on the council. They participated in several service activities and recently organized a service project with the Boys and Girls Club. They have a strong desire to



*Eli and Zak.*



make a difference in the lives of others, especially kids, and truly believe in serving in the community. They also participated in a focus group in partnership with the SLCC Skills Center and the Salt Lake/Tooele Applied Technology Center (SLTATC) to obtain ideas about helping youth succeed in employment and training.

Eli and Zak are currently attending SLCC and pursuing their associate degrees. Zak plans on studying social work and Eli plans on studying occupational therapy and working as a fitness technician. Zak and Eli are both starting new jobs at Office Depot. Eli and Zak approach life from a positive perspective and always seek to make a difference.

**J**ulie Morrell enrolled in the YES program in January with the following employment barriers: low-income, basic skills deficiency, parental responsibilities, and youth-at-risk due to lack of occupational skills. She is an outstanding young woman of fine character and a capacity to put others at ease. Julie not only pushes herself to succeed in the YES program, but motivates other youth in the program.

Julie enrolled in the YES program to help others and obtain assistance training for a medical career so she could become self sufficient. She completed leadership activities, Certified Nursing Assistant (CNA) training, and a paid internship at Rocky Mountain Care where she was subsequently hired as a CNA.

Julie is currently working for Cottage Glen as a CNA and is attending the Utah State-Tooele Campus for Licensed Practical Nurses. She is taking six credit hours as an unmatriculated

student at Utah State University, will become a matriculated student for the 2006 spring term, and will then be eligible for PELL grants to continue her education.

Julie reports that she will never quit learning, trying to improve herself, and trying to improve the lives of others. She has an excellent work history and a reputation for being dependable, reliable, and punctual. Julie is concerned about improving the quality of life for others and works well under pressure.

**A**ubrey Taylor has been a YES program participant since April. She enjoys building things and her career interest is in the construction field. Aubrey joined the YES program in hopes of finding a decent paying job and found one that gives her potential to climb the career ladder while learning construction skills.

Aubrey now works for Hogan Construction as a full-time construction laborer building a middle school in West Jordan. Although she is busy raising two young daughters, she effectively balances her time between her job and her family. She is currently attending the Carpentry Apprenticeship Program at Salt Lake Community College and is preparing to simultaneously earn her GED. Scott Stewart from the Association of General Contractors dubbed her the poster child for construction laborers because of her passion, work ethics and professionalism.

**T**aylor Logan enrolled in YES program in September of 2003. Taylor was receiving food stamps as she had recently moved to SLC and was struggling to find a permanent place to live. Her primary interest was in

# Outstanding Youth

finding employment and becoming self-sufficient. Taylor needed to gain marketable skills but was undecided on what kind of training to pursue but soon decided she would pursue a degree in paralegal studies.

Working with the YES Job Developer, Taylor polished her resume and interviewing skills. She was referred to the Peery Hotel for a job interview. Taylor impressed the hotel manager during the interview and was immediately offered employment as a front desk clerk. This position allowed her to work and continue with her schooling. She enrolled at Salt Lake Community College (SLCC) where she made the Dean's List twice for a 4.0 grade point average. Taylor worked at Peery Hotel for a year and a half while attending school and was then promoted to a new position at the Best Western Hotel.

Taylor graduated from SLCC this summer with an Associates Degree in Paralegal Studies. Shortly after she graduated, she was offered a position in the hotel's personnel department as a Human Resource Assistant. Taylor's accomplishments brought her a great deal of fulfillment and satisfaction. She realizes that she can achieve anything if she works hard. She is an outstanding youth in our community and is now attending the University of Utah.

## Western Region

Stephanie H. is a 17-year-old who ran away from home last year. Through the summer program she attended summer school to catch up on her credits to graduate in May. She worked at a grocery store during her summer internship. She was given a special assignment to mentor another employee with learning disabilities, in addition to working as a stocker, cleaner and bagger. Stephanie's employer has nothing but praise for her work, especially her mentoring.

Stephanie is on the school drill team and saved her money to buy her drill team outfits and school clothes. Stephanie walked from one end of town to the other because her mother's car was inoperable. She never missed any drill team practices which were held early in the morning and in the evening almost every day, nor did she miss a day of work or school activity during the summer.

Stephanie is excited to return to high school and graduate. She signed up for driver's education, something she did not want to do in the past. She is also looking forward to education beyond high school.

**A**lyssa C. is a 16-year-old who was home-schooled for a number of years but wanted to return to public high school. She worked at a retail store for her summer internship. Here she was presented with a difficult situation that she handled with sensitivity and confidentiality. She stretched outside her comfort zone and was able to keep her job and help the company solve the problem. Her supervisor commended her for her hard work and willingness to do new things.

Alyssa was hired part-time by the retail store after the summer internship was over. She attends high school and is taking computer courses. The computer course, as well as her employment, will assist her in attaining her long-term goal of becoming a computer graphic design artist.

**C**ynthia D., a 16-year-old run-away, decided to return home and face her problems. Cyndi was behind in her school credits so she attended summer school as part of her experience on the WIA youth program. She now attends regular school where she participates in drama and theatre.

Cyndi had some legal issues that mandated her participation with the Department of Child and Family Services, where her caseworker commented, "Cyndi is working harder than any other teenager I am working with."

Cyndi's long-term goal is to become a writer. During the summer, she entered two poems in the national poetry competition and in the Millard County Fair. Cyndi's poems received national recognition and will be published.

She received two first-place ribbons for her work at the county fair. She is also writing a book and has completed three chapters already.

**S**andra O. is a 15-year-old who participated in the WIA youth program this summer on an internship at the Richfield Care Center as a Dietary Aid. Her long-term goal is to attend Snow College in the Culinary Arts program after she graduates high school. Sandra's work ethic, positive attitude and dependability make her a successful employee at the care center. In fact, management at the center is so impressed they hired her to work on the weekends.

Sandra is the kind of youth that lights up the room when she walks in and she is a pleasure to work with and be around.



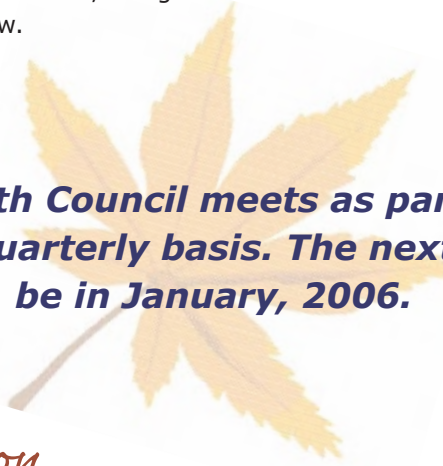


# Farewell to a Dedicated and Honored man



It is with greatest respect we offer sincere condolences to the family of Scott Sneddon, member of the State Youth Council and former Mayor of Ogden. Scott, a beloved husband, father and grandfather, passed away peacefully at home in the presence of his wife and family on Sunday, October 2, 2005 after a courageous battle with cancer. Scott was a life long resident of the Ogden area, living the last 10 years in Pleasant View.

In lieu of flowers the family asks donations to be made to the Weber State University Development Office, 4018 University Cir., Ogden, UT 84408, to establish a Memorial Scholarship in his name. Email condolences to the family at lom@lindquistmortuary.com. For the full obituary, go to <http://www2.standard.net/standard/obituaries/63974/>.



***The State Youth Council meets as part of the State Council on a quarterly basis. The next meeting will be in January, 2006.***

## *Contact Information*

If you have suggestions or comments for the newsletter, please contact Julie Lay at [jlay@utah.gov](mailto:jlay@utah.gov). If you have questions regarding the State Youth Council, please contact Jane Broadhead at [jbroadh@utah.gov](mailto:jbroadh@utah.gov) or go to our Web page at [jobs.utah.gov](http://jobs.utah.gov) and select State Council/State Youth Council.

If you have questions regarding youth services or youth programs, please contact the Youth Specialist in your area:

Northern: Julie Anderson, [julieanderson@utah.gov](mailto:julieanderson@utah.gov)  
Mountainland: Wendy Hughes, [whughes@utah.gov](mailto:whughes@utah.gov)  
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Western: Ann Barnson, [abarso@utah.gov](mailto:abarso@utah.gov)  
Eastern: Kelly Thornton, [kthornto@utah.gov](mailto:kthornto@utah.gov)

If you have questions regarding Regional Youth Councils in your area or your Regional Council, please contact the Regional Council Coordinator in your area:

Northern: Susan Hill, [shill@utah.gov](mailto:shill@utah.gov)  
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